



STATE OF ALASKA
DEPARTMENT OF
COMMERCE
COMMUNITY AND
ECONOMIC DEVELOPMENT

Sean Parnell, Governor
Susan K. Bell, Commissioner
T.W. Patch, Chairman

Regulatory Commission of Alaska

June 25, 2013

In reply refer to: Common Carrier Section
File: CSD

Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:

In compliance with 47 C.F.R. 64.604 and CG Docket No. 03-123, the Regulatory Commission of Alaska ("RCA") submits the complaint log summary for Alaska's Telecommunications Relay Service ("TRS") provider, Communication Service for the Deaf, Inc. ("CSD"), for the period of June 1, 2012 through May 31, 2013. The complaint log indicates that there is no customer contact for that time period. This filing does not include the total number of interstate relay calls by type. CSD, in partnership with Sprint Relay, noted that it will voluntarily file this information separately under seal.

Complaints made directly to the RCA are processed by the Consumer Protection & Information Section. During the period June 1, 2012 through May 31, 2013, the RCA Consumer Protection Section received no complaints regarding TRS service.

If you have questions regarding this matter please contact me at john.paul.manaois@alaska.gov, phone (907) 263-2174, or Rodney Crum, Consumer Protection and Information Section Chief for the RCA, at rod.crum@alaska.gov, phone (907) 263-2134.

Sincerely,

John Paul Manaois
Communications Common Carrier Specialist

cc: Rodney Crum



June 12, 2013

Paul Manaois
Common Carrier Specialist
701 W. 8th Avenue Suite 300
Anchorage, AK 99501-3469

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Mr. Manaois,

Sprint has provided you the following information to support your filing with the FCC for the State of Alaska:

- An annual Complaint Log which includes complaints received between June 1, 2012 and May 31, 2013 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

State Complaint Log Summary filings must reference CG Docket No. 03-123. Submissions may be filed in one of two ways: (1) by using the Commission's Electronic Comment Filing System (ECFS), or (2) by filing paper copies.

- Electronic Filers: Submissions may be filed electronically using the Internet by accessing the ECFS: <http://apps.fcc.gov/ecfs/>. Filers should follow the instructions provided on the website for submitting comments.



- Paper Filers: Parties who choose to file by paper must file an original and four copies of each filing.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th St., SW, Room TW-A325, Washington, DC 20554. The filing hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12th Street, SW, Washington DC 20554.

This is due to the FCC on or before Monday, July 1, 2013.

Obligation to Submit Contact Information and Notice of Substantive Changes in TRS Programs.

The FCC reminds the certified state TRS programs, interstate TRS providers, and TRS providers that have state contracts that, pursuant to 47 C.F.R. § 64.604(c)(2), they must submit to the Commission the name of a contact person and/or office for the receipt of inquiries and complaints from consumers about the certified state TRS program's intrastate service or, as appropriate, about the TRS provider's service. The submission must include the name and address of the state or TRS office that receives complaints, grievances, inquiries and suggestions; the voice, TTY, and fax numbers for that office; the email address; and the physical address to which correspondence should be sent.

Should you have any questions concerning this report, please contact me.

Sincerely,

A handwritten signature in black ink that reads "Melissa McManus".

Melissa McManus
Program Manager
Alaska Relay

Attachments:
1) Log Sheets

Complaint Tracking for AK (06/01/2012-05/31/2013). Total Customer Contacts: 0

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
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0

Date Generated: Tues, June 11th, 2013